

EMS Education Agenda

Under the leadership of the National Association of State EMS Officials (NASEMSO), various states are now in the process of implementing the National EMS Education Agenda for the Future: A Systems Approach (Education Agenda).

As this process moves forward, the National EMS Advisory Council (NEMSAC) is turning its attention to the future of EMS education.

NHTSA asked NEMSAC to discuss the Education Agenda and provide recommendations for improvement. As a first step, NEMSAC hosted a roundtable discussion at its March meeting to gather information from the EMS community on its experiences with implementation — focusing on lessons learned and solutions to challenges they faced.

At their May 2013 meeting, NEMSAC answered ten questions about the potential revision to the Education Agenda that had been posed in May, 2012.

NEMSAC has recommended that only minimal updates be made to the Education Agenda at this time. Their next task is to establish a process by which they will recommend those updates to the National EMS Education Agenda for the Future: A Systems Approach. The process will include an opportunity for comments from the public, national EMS stakeholder organizations and interested EMS providers. For updates on NEMSAC's progress, visit ems.gov. ■

Useful Links:

<http://www.ems.gov/NEMSAC.htm>

<http://www.nasemso.org/>

News from NHTSA

Welcome to our yearly “wrap up” edition of EMS Update, where we summarize not only the work of the EMS office, but that of our federal partners as well, as represented by the Federal Interagency Committee on EMS, or FICEMS.

FICEMS has evolved significantly since being established in law in 2005 to coordinate the efforts to support EMS on a federal level. It includes representatives from departments as diverse as Transportation, Defense, Health and Human Resources, Homeland Security and the FCC. As you will read in this Update, FICEMS has a robust agenda of activities, including the development of its first strategic plan to set priorities and goals, and a path to get there.

One important and exciting activity evolved out of a partnership among the DOT's National Highway Traffic Safety Administration (NHTSA), and HHS' Office of the Assistant Secretary for Preparedness and Response (ASPR) and the Health Resources and Services Administration (HRSA). Together, over several months, their staff worked hand-in-hand to research and write the white paper “Innovation Opportunities for Emergency Medical Services.” It presents one example of an analysis and model for cost savings if EMS systems adopted protocols and strategies to innovatively triage and treat patients beyond the traditional trip to the emergency department.

We encourage agencies to use this paper as a “discussion starter” not as the solution. Is this particular model useful? What are other models? Can the model presented here be useful for grant applications? Can you test the model in your jurisdiction? Let's make this part of the national conversation.

On another front, great progress has been made on the evidence-based guidelines initiative, with half a dozen articles slated for publication in peer-reviewed journals in the next six months. We are learning about the best methods of implementing evidence-based guidelines through pilot testing dissemination models in several states. This represents a sea-change for EMS, as it seeks to use research to drive practice in the field. Thanks again for all you do for EMS—this is an exciting time for our profession. Please don't hesitate to contact us with any questions or suggestions.

Best regards,
Drew Dawson
Director, Office of EMS

Useful Links:
ems.gov/innovation.htm

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Culture of Safety Project Nears Completion

Working with a Steering Committee of 18 EMS and fire organizations, the American College of Emergency Physicians (ACEP) is nearing completion of the three-year project, “A National Strategy to Create a Culture of Safety in EMS.”

The draft document is under final review and is slated for release by the end of 2013.

The strategy document was developed with support from NHTSA and the Health Resources and Services Administration’s (HRSA) EMS for Children (EMSC) Program. The project stems from a 2009 “top priority” recommendation by the National EMS Advisory Council (NEMSAC) and harnessed the ideas, experience and expertise of many EMS stakeholders as well as outside experts representing hospitals and such industries as construction and aviation.

The Steering Committee, chaired by Sabina Braithwaite, MD, MPH, FACEP, met multiple times in person and in conference calls to develop the strategy. Over the course of the project, multiple drafts of the document were made available for public comment, with the most recent version submitted for official NEMSAC review and comments.

The Strategy was commissioned to serve as a high-level blueprint from which safety decisions can be made. While it is not a consensus document per se, it is intended to provide guidance to decision-makers about the priorities, concerns and commitment of key EMS stakeholders.

For more information about the project, visit www.emscultureofsafety.org. The final draft of the Strategy document is available there. ■

Improving EMS & Patient Outcomes Through Data

The National EMS Information System (NEMSIS) provides the framework to collect, store and share standardized EMS patient care data from local EMS agencies, counties and states nationwide. It’s a critical step toward establishing an ongoing source of useful data for developing and evaluating EMS systems.



Data collection and analysis is key for EMS.

With data it is possible to identify patient treatments based on provider impression or symptoms, determine equipment needs and guide continuing education. For example, it is possible to identify areas with a low incidence of bystander CPR and AED use, determine

the population percentage affected and the socioeconomic considerations and then train the community.

Since its infancy, EMS has faced a scarcity of prehospital patient care data to support effective decision-making. Some data is available, but rarely in a common format that would allow leaders to make valid comparisons with other systems. NEMSIS was designed to provide a uniform national EMS dataset, with standard terms, definitions and values, along with a national EMS database containing aggregated data from all states for specific data elements. The real value of quality EMS data is in the analysis and use of this information to improve patient care outcomes and EMS operations. ■

NEMSIS in Action

Joe Moreland, project manager for the Kansas Board of EMS, tells how NEMSIS data is being used at both the local and state levels to drive decision-making in Kansas. At a local service level, he says that Kiowa County EMS presented a year of data to the county commissioners and received permission to relocate an ambulance based on call volume and location.

At the state level, the Kansas Board of EMS and EMS agencies are working diligently to improve data quality, he says. Of particular interest is the efficacy of EMS practitioners performing endotracheal intubation. The Medical Advisory Council is also studying situations in which short and long spine boards are applied and researching ways to reduce the number of applications without adversely affecting patient outcomes.

One perceived obstacle to the collection of data is the privacy of protected health information under the Health Insurance Portability and Accountability Act (HIPAA). Earlier this year, NHTSA received recognition as a public health agency for reporting purposes, reinforcing that EMS agencies may safely share EMS data and other health information for purposes of the NEMSIS database.

There are two main ways to access national data from the NEMSIS system. Users can create a report or can access reports already created by others. Data, national reports and data tools can be accessed at the NEMSIS website.

As of August 2013, 42 states and territories are submitting statewide data into the National EMS Database. The 2012 EMS Research Dataset, to be released soon, will contain close to 20 million patient records, up 5.5 million from the previous year. Several researchers have already requested this new research dataset. For more information on NEMSIS, go to: www.nemsis.org.

NEMSAC Elects Leadership, Discusses NEMSAC Structure & EMS Issues

This past May 16 - 17, the National EMS Advisory Council (NEMSAC) conducted its first meeting as a statutorily authorized advisory group. Previously, the Council served at the discretion of the Secretary of Transportation and its charter had to be renewed every two years. While the new designation doesn't change the duty of the council — to provide recommendations to DOT and FICEMS regarding EMS-related issues — its permanent status reinforces the important role the council has in helping DOT and FICEMS prioritize EMS issues in need of Federal attention.

The May meeting included the swearing in of the 25-person council and the election of Aaron Reinert as NEMSAC Chair and Kyle Gorman as the Vice Chair. Reinert, has served as Chair since 2011.

On hand for the meeting was NHTSA's new Deputy Administrator, David Friedman, who administered the oath of office to NEMSAC members. Also providing comments were the Federal Emergency Management Agency (FEMA) Deputy Administrator Richard Serino, and Ed Gabriel, the current Chair of the Federal Inter-Agency Committee on EMS (FICEMS). Gabriel is the Principal Deputy Assistant Secretary for Preparedness and Response at the Department of Health and Human Services (HHS).

The Council discussed and made decisions regarding areas of interest for the group to pursue over the next 12-24 months including:

- **EMS Education Agenda for the Future** - After considerable deliberation and public input over the last year, NEMSAC recommended there should not be a major revision of the National EMS Education Agenda for the Future: A Systems Approach, but that there should be updates to reflect several emerging issues. They recommended that NEMSAC make recommendations to NHTSA for these updates based upon comments from the public, national EMS stakeholder organizations and interested EMS providers.
- **EMS Agenda for the Future** - The Council will consider whether an agenda or vision document is still relevant to EMS and will review recommendations regarding which topics would be included in such a vision document and what role the Federal government should play in its development.
- **New Committee Development** - The three committees representing leadership, internal processes and safety will continue and a fourth was created: the "Patient Protection and Affordable Care Act" committee. Their charge will be to broadly address how healthcare reform will affect EMS and how the Federal government can assist the EMS community.

Meeting materials and additional information about the NEMSAC can be found at ems.gov/NEMSAC.htm. ■

FICEMS Brings Together Federal Agencies



A discussion about the smooth integration of military personnel with medic experience

into the civilian EMS system, recommendations to Federal Interagency Committee on EMS (FICEMS) from the National EMS Advisory Council (NEMSAC), an update on National Transportation Safety Board (NTSB) investigations and reports from various working groups, were all on the agenda for the July meeting of FICEMS.

FICEMS Chairman Edward J. Gabriel, the Principal Deputy Assistant Secretary for Preparedness and Response, U.S. Department of Health and Human Services, welcomed attendees to the meeting. Representatives of more than a dozen federal agencies were in attendance.

The meeting was an example of how seemingly disparate federal agencies are working together to support common goals for the nation's EMS systems. Special guests included Aaron Reinert, who chairs NEMSAC, and Frank DiGiovanni from the Department of Defense, who discussed how FICEMS can assist returning veterans with a transition to civilian EMS employment.

A presentation on recent NEMSAC recommendations led to a discussion on strategic planning for the interagency committee. The strategic planning process has been ongoing for over a year and is the first time that 10 different agencies have systematically come together to work toward common goals in EMS. The FICEMS strategic plan will define those common goals and also help to illustrate the depth and breadth of EMS programs within the Federal government.

NEMSAC was recently statutorily authorized to provide recommendations directly to FICEMS and DOT on matters relating to EMS. "This is a fabulous opportunity for FICEMS to receive ongoing input from a non-federal voice on how our agencies can best collaborate to support EMS systems nationwide," said Gabriel, a longtime paramedic.

MUCC, the Model Uniform Core Criteria for MCI Triage, was another area of discussion in the meeting. FICEMS recommends that state and local EMS systems improve their mass casualty incident triage capabilities through adoption of triage protocols and systems that are based on the Model Uniform Core Criteria. In the meantime, FICEMS is working to develop an online module to provide free training to implement MUCC. ■

Useful Links:

<http://www.ems.gov/NEMSAC.htm>

<http://www.nasemso.org/>

<http://www.ems.gov/FICEMS.htm>

State EMS System Reassessments

The State EMS Technical Assessment process offers States and communities an opportunity to objectively assess their statewide EMS program. NHTSA facilitates the assessment process by assembling a team of professionals with expertise in EMS development and implementation. This team evaluates information provided by the State against an objective benchmark describing 11 key components of an EMS system. For each component, the team assesses the status, acknowledges strengths and makes constructive recommendations for improvement. Many states have successfully used these recommendations to leverage the resources necessary to improve their statewide EMS systems.

Since the program's inception in 1988, assessments have been completed at the request of 52 states and territories, and 24 reassessments have been conducted. The most recent reassessment was conducted this summer in Connecticut. The program has proved so valuable that similar assessment programs are under development for other NHTSA state programs, including statewide 911 systems. For more information on State EMS Technical Assessments, contact Susan McHenry. ■

The Model EMS Clinical Guidelines

The Model EMS Clinical Guidelines project, initiated by the National Association of State EMS Officials (NASEMSO), Medical Directors Council, began in September 2012. This 24-month project is funded by NHTSA, Office of EMS and HRSA, EMS for Children Program. The project is progressing in three phases:

1. Development of a list of core clinical guideline titles (e.g., chest pain, asthma/respiratory distress, diabetic emergencies)
2. Identification of the necessary components for each EMS clinical guideline (e.g., inclusion/exclusion criteria, protocol/procedure, treatment details)
3. Development of draft core clinical guidelines

The model clinical guidelines are not intended to be all-inclusive, but rather a basic set of clinical guidelines to help state EMS systems ensure a more standardized approach to the practice of patient care and to incorporate evidence-based guidelines as they become available. The project will complement the EMS evidence-based guideline development process sponsored by NHTSA, OEMS and HRSA, EMSC. The project team is comprised of members of the NASEMSO Medical Directors Council and representatives of national organizations that focus on the clinical aspects of emergency medical services.

The first two phases have already been subject to broad EMS stakeholder input and have now been completed. The



Model EMS clinical guidelines include specific guidance for pediatric care.

third phase, development of core clinical guidelines, is well underway. Some specific pediatric emergency care guidelines are being developed, and all guidelines will be reviewed to determine if further specific pediatric guidance is needed. The draft guidelines, when completed, will also be posted for broad stakeholder input. More information on the project is available on the NASEMSO website at nasemsso.org ■

Improving EMS Data Quality

Measuring the performance of local, regional and state EMS systems is vital to improving the quality of prehospital care to persons with traffic-related injuries and other health emergencies. While there are several recognized EMS performance measures and national data standards, results from linking the two have yet to be published.

NEMSAC has made numerous recommendations to the DOT to improve EMS system research. In particular, the NEMSAC Systems Committee in September 2009 recommended that DOT “Develop and publish key performance indicators (KPIs) for EMS systems to measure and monitor performance.”

In order to further system research and to improve the quality of patient care, NHTSA supports the availability and quality of EMS data and endorses the use of NEMSIS data elements and standards for prehospital EMS research and actively encourages the implementation of NEMSIS-compliant data systems across the country.

NHTSA awarded a contract to PrioriHealth Partners in late 2012 to identify ways to improve the quality of EMS patient-level data collected by local and state agencies. The project will determine the availability, quality, and utility of existing NEMSIS 2.2.1 data at the local, state and national levels for measuring EMS system performance. PrioriHealth is working with eight local agencies and two states to retrospectively review their EMS data and study human factors associated with strong and weak data quality.

Preliminary results will be reviewed in early next year, with a final report available in fall 2014. For more information, please contact Noah Smith at noah.smith@dot.gov. ■

Good Help is Hard to Find: EMS Workforce

EMS Workforce Agenda for the Future in the Spotlight

The Federal Bureau of Labor Statistics reports that demand for EMS practitioners will grow 33% by 2020, making EMS among the top 10 fastest growing jobs over the next 10 years.

The ability of an EMS system to deliver high-quality prehospital emergency care depends on a qualified and capable workforce. “Several years ago, members of the EMS community expressed concern about the state of the EMS workforce, especially with regard to recruitment and retention and worker safety and health,” says EMS Specialist Gamunu “Gam” Wijetunge, with the NHTSA Office of EMS.

So how does an EMS agency go about finding and hiring that workforce? For that matter, how many EMT basics and paramedics are there in the U.S.? Do you know if EMS personnel are licensed or certified in your state? How much initial and continuing education is required? What does medical direction entail? What are the best practices in recruitment, retention, health and safety, and other workforce issues?

The lack of adequate answers to many of these questions, as



Demand for EMS workers will grow 33% by 2020.

is bringing as much science to bear on the issue as possible,” says Wijetunge. “That’s what’s different about this from other efforts.”

The Agenda envisions a well-educated, adequately prepared and appropriately credentialed workforce that is valued, well-compensated, healthy and safe.

To achieve this vision, the Agenda focuses on what needs to happen between now and 2020 and has identified four components “critical to developing an EMS workforce that will thrive and be a driving force for achieving integrated, community-based EMS systems”:

- Health, safety and wellness of the EMS workforce;
- Education and certification;
- Data and research; and
- Workforce planning and development.

National EMS Workforce Data Definitions

Significant progress has been made in some areas since the Agenda’s release in 2011. With the release of the National EMS Workforce Data definitions in April 2013, EMS leaders and data managers gained another tool, one designed to help the community speak the same language about EMS workforce issues. The purpose of the definitions is to facilitate the collection of uniform EMS workforce data. The document has two main sections:

1. Definitions of EMS workforce data elements whose collection is essential for workforce planning and reporting at both a national and local level;
2. Definitions of EMS workforce data elements whose collection is desirable but not essential for workforce planning and reporting.

“When we collect good data, we can be predictive and know when shortages may occur and when to recruit heavily,” says Wijetunge. “We’re moving toward having good data about EMS practitioners so leaders can make informed decisions. Good solid data allows you to identify trends that may not be intuitive.”

EMS Workforce Guidelines

The final EMS Workforce Guidelines are due to be released in 2013.

Developed by NASEMSO with support from NHTSA and the EMSC Program at HRSA, the Guidelines focus on mapping the pipeline of workers at the state level from recruitment to licensing, offering recommendations and strategies to help guide state EMS offices to systematically address EMS workforce planning and development.

It proposes 10 core concepts, each of which falls into one of the four categories outlined in the EMS Workforce Agenda. Each guideline is presented with a recommended activity; background information; a statement of rationale explaining its importance; fundamental considerations for implementation of the guideline; any data required; and a desired outcome. NASEMSO envisions the Guidelines as a living document, one that will be continuously assessed and revised as needed. “The most important thing is data,” says Wijetunge. “We’re moving toward data-driven decision-making.”

Useful Links:

<http://www.ems.gov/workforce>

<http://nasemso.org>

Veteran to Civilian EMS

Representatives from NHTSA's Office of EMS (OEMS), and many other federal and national EMS stakeholder organizations, recently attended a White House-sponsored meeting to discuss efforts to reduce unemployment among veterans. EMS, one of four featured roundtables at the event, focused on streamlining the ability of service members and veterans to earn civilian certifications or licenses and translate military experience into academic credit.



"The ultimate, and very important, goal of this effort is to smooth the transition into civilian employment for our military and their spouses," said OEMS Director Drew Dawson.

The meeting was preceded by the February release of a White House report, "The Fast Track to Civilian Employment: Streamlining Credentialing and Licensing for Service Members, Veterans, and their Spouses."

"Despite having valuable military experience," the document's executive summary notes, "veterans frequently find it difficult to obtain formal private sector recognition of their military training, experiences, and skill sets through civilian certification and licensure. This also makes it difficult for the private sector to capitalize on the resources and time spent training and educating service members."

The report also identifies the breadth of the issue by clarifying how many veterans are soon expected to joining the civilian workforce. As of January 2013, roughly 844,000 veterans were unemployed and looking for work, including 252,000 post-9/11 veterans. Each year the military separates between 240,000 and 360,000 service members, and with the drawdown from the war in Afghanistan, the military is expected to separate a million service members over the next several years.

As part of the White House Roundtable on Military Credentialing and Licensing, the Department of Defense (DOD) and the Department of Transportation (DOT) will review and recommend activities for improving the credentialing process from military and civilian EMS service.

"The ultimate, and very important, goal of this effort is to smooth the transition into civilian employment for our military and their spouses," said OEMS Director Drew Dawson.

DOT and DOD are currently working with federal partner agencies to develop a six-month work plan which will address critical issues, including better alignment of military credentialing, training and experience with health occupations and academic degree granting programs, including:

- Steps the DOD can take to provide National Registry credentials to be used after military service;
- Increased uniformity of military transcripts for better tracking of academic credits; and
- Efforts states can undertake to streamline the credentialing and licensure process for veterans.

This effort will align with the current workforce planning and development guidelines that the National Association of State EMS Officials (NASEMSO) is developing in partnership with the OEMS. One of the current guidelines addresses veteran credentialing and employment. The final version of these guidelines is due for publication by NASEMSO in late September 2013. For more information, contact Gamunu Wijetunge. ■

Statewide Implementation of Prehospital Care Guidelines

Publishing an evidence-based guideline (EBG) is an important step in improving the quality of patient care, but patient care won't improve if agencies don't use the guideline.

Last year, NHTSA competitively awarded a cooperative agreement to the National Association of State EMS Officials (NASEMSO) to study the implementation of the newly developed EBG for pain management in five states: Arizona, Idaho, Kansas, Tennessee and Wyoming. These States were selected to represent diverse EMS systems and administrative authorities.

The purpose of the project is to identify barriers to EBG implementation and to document successful strategies to promote statewide adoption and implementation of EBGs.

At the completion of the project, an EBG Implementation Toolkit will be created that can be shared with all state and local EMS systems. For more information on the statewide EBG implementation project, contact Cathy Gotschall. ■

National Prehospital Evidence-Based Guidelines Model Process

After three years of research and development, NHTSA has learned that five manuscripts describing the National Prehospital Evidence-based Guideline (EBG) Model Process and the first three guidelines developed using this process, have been accepted for publication in the peer-reviewed journal, *Prehospital Emergency Care*. These articles represent the culmination of several years work by investigators on two separate projects that were funded through a collaboration between NHTSA's Office of EMS and the EMSC Program at HRSA.

EBGs are the product of a scientifically rigorous process in which multidisciplinary experts systematically review existing evidence and create guidelines that can be used to develop EMS protocols. Guidelines are not a "one size fits all" approach to developing EMS protocols. Instead, they are a tool to help EMS systems provide optimal care to their patients while allowing flexibility to consider local needs and resources. Sometimes the EBG process demonstrates that "the way we've always done things" may not be the best way — and can lead to protocol changes that improve patient care or lower the cost of providing care.

The five articles to be published will provide the evidence-based guidelines and supporting documentation for three clinical issues:

1. Prehospital pain management for adults and children who have sustained traumatic injuries;
2. Prehospital treatment of pediatric seizures; and
3. The use of air ambulances to transport injured patients from the scene of injury.

In addition to the three EBGs, there will be an article describing the lessons learned about the National Prehospital EBG Model Process and the development of these guidelines, as well as an article on the experience of implementing pain management in the state of Maryland. These projects were headed by investigators at Children's National Medical Center, but involved multidisciplinary subject matter experts from across the country who considered the prehospital care needs of both children and adults.

The history of the involvement of NHTSA, HRSA, and other federal agencies in the development of EBGs for prehospital care has been described in a recently-published brochure entitled, *Progress on Evidence-Based Guidelines for Prehospital Care*, available at www.ems.gov. This publication documents the work done to date and provides a graphic model of the National Prehospital EBG Model Process. For more information in the EBG process, contact Cathy Gotschall. ■

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- Project updates and status reports on industry initiatives

News from the National 911 Program

The National 911 Program continues to develop and distribute a variety of tools and resources for the national 911 community. New programs, documents and collaborative efforts introduced this year include nationwide data collection, the release of an NG911 video, NG911 education and outreach to law enforcement and the introduction of a series of NG911 webinars.

Since 2004, the National 911 Program has provided Federal leadership to support and promote optimal 911 services. The Program regularly develops and collects information to improve the 911 system and continues to coordinate information sharing and activities among Federal agencies and 911 stakeholders.

NG911 for Law Enforcement Leaders

More than half of 911 Public Safety Answering Points (PSAPs) in the U.S. are managed by law enforcement agencies — both police and sheriffs. Together with the International Association of Chiefs of Police (IACP) and the National Sheriffs' Association (NSA), the National 911 Program has identified law enforcement leaders as crucial to the development and deployment of NG911.



This special, 16-page publication was distributed to more than 100,000 leaders in law enforcement.

NG911 and the specific benefits for law enforcement and the public they serve.

The publication provides a brief, no-nonsense overview of NG911 for the law enforcement leader or agency IT Manager, with topics including :

- What is NG911?
- How will NG911 benefit my officers and community?
- How will our region pay for NG911?
- Who is moving ahead with NG911 and how can my agency get started?

In May and June 2013, more than 45,000 copies of the publication were distributed to law enforcement leaders nationwide. Additional efforts to bring information about NG911 to law enforcement include presentations at annual conferences for both IACP and NSA, and committee level discussions and resolutions in support of NG911 and law enforcement's role in its implementation.

Download a copy of the publication at 911.gov.

State of 911 Webinars Bring Resources & Best Practices to the 911 Community

In its unique role as the convener of stakeholders who are active in the NG911 transition process (including associations, vendors, Federal agencies and State representatives), the National 911 Program recently introduced a bi-monthly "State of 911" Forum webinar series to provide information about transition resources and share the experiences of NG911 "early adopters."

The series, which launched in November 2012, provides a unique combination of useful tools, information about Federal and State participation in the NG911 process – including what efforts Federal agencies are making to support state and local activities – and real experiences from early adopters about the NG911 transition process underway in regions around the country.

Guest presenters have included representatives from members of the FCC's Public Safety and Homeland Security Bureau, FirstNet Board of Directors, IACP members and the DHS Office of Emergency Communications. Each webinar also features a presentation from NG911 early adopters and have included representatives from Alabama, Indiana, Washington, Illinois, Texas and Vermont.

The webinar series is free and open to the public. The next webinar is Thursday, Nov. 21 at noon EST. Previous webinars can be viewed at 911.gov.

Review of Nationwide 911 Data Collection Released

While the use of data and evidence-based decision-making continues to permeate the public safety and first responder communities, 911 data collection and distribution lags behind.

At the national level, a number of fundamental questions about 911 remain unanswered such as:

- How many public safety answering points (PSAPs) are there?
- How many 911 telecommunicators are there?
- How many 911 calls occur every year? Month? Day?
- Which jurisdictions have Basic 911, Enhanced 911(E911) or Next Generation 911?
- What is the average cost per 911 call?

Collecting 911 data is essential to not only describe the current system, but also to help PSAPS measure performance and make operational decisions. Data can be used to identify problems and define questions that lead to solutions.

Work has begun to answer these questions, and the National 911 Program has combined forces with the National



Emergency Number Association (NENA) to release a new report, “Review of Nationwide 911 Data Collection.” This report combines the data from both organizations’ databases to provide the most comprehensive picture of the status of 911 services nationwide. Visit 911.gov to download a copy of the report and for more information about the 911 data sets.

Video Demonstrates Benefits of Next Generation 911

NG911 is a complex issue and its success requires the support and collaboration of not just the 911 community, but of first responders, legislators and the public.

The National 911 Program, with input from members of the National Association of State 911 Administrators (NASNA), recently released a short video about the benefits of Next Generation 911 for the public and first responders.

The video, which was created for use by the 911 community, is intended to serve as an introduction to NG911 to set the stage for further discussion of a number of topics including, the need for NG911, the key benefits to the public and first responders, standards development, governance and potential legislative changes.

The video is free and available for use at conferences, in presentations, in one-on-one meetings, or at town hall gatherings. The video can be viewed and downloaded at 911.gov.



The free video is intended to serve as an introduction to NG911 and to set the stage for further discussion of a number of topics including funding, governance and legislation.

ACCN Education Project

When a crash occurs, wouldn't it be great if the vehicle could tell EMS how badly the occupants are injured? Thanks to Advanced Automatic Crash Notification (AACN), that may not be far off.

Vehicles are now producing a variety of crash data — information that is being recorded by a “black box” (also known as an Event Data Recorder).

AACN data could be used to optimize EMS response, improve triage decisions for seriously injured crash victims, and ultimately decrease death and disability for crash victims.

To harness these benefits, the use of AACN data must be incorporated into EMS and 911 protocols. That's why OEMS has sponsored a project to develop a comprehensive strategy to educate EMS Medical Directors who establish protocols, on the benefits of using AACN data.

The project sought widespread input from EMS Medical Directors, and the strategy, a detailed outline for content, and recommendations for education methods, will be delivered to OEMS in the fall of 2013.

The results of this project will serve as the basis for a plan that can be used by OEMS, to facilitate the widespread education of EMS Medical Directors on the value of adding AACN data to current protocols. For more information on the AACN project, contact Laurie Flaherty. ■

Emerging Issues in EMS and 911

The Office of EMS has contracted with the firm Millennium 2K+ to develop four white papers on emerging issues in EMS and 911. Topics for the papers were identified through the OEMS strategic planning process and input from the National EMS Advisory Council. The papers will be submitted to NHTSA late in calendar year 2013 and the topics of the four papers are:

- Prehospital EMS as a Public Good and Essential Service
- Research in Prehospital Care: Models for Success
- Emerging Digital Technologies for EMS and 911 Systems
- Efficacy of Prehospital Application of Tourniquets and Hemostatic Dressings to Control Traumatic External Hemorrhage.

For more information on these emerging issues white papers, contact Cathy Gotschall. ■

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